

SEATTLE CITY LIGHT JOB DESCRIPTION

Effective Date: **July, 2005**

JOB TITLE:

WORKING TITLE: Utility Support Services Director

JOB NUMBER:

POSITION NUMBER:

APPROVED BY: _____

REVIEW: _____

BUSINESS UNIT: Power Supply & Environmental Affairs

STATUS: Exempt

POSITION SUMMARY AND STRATEGIC SIGNIFICANCE:

Provides strategic leadership for utility support services which includes facilities operations, maintenance and design; real estate services and shops and fleets organizational units. Represents the utility at public meetings, community group meetings and neighborhood associations regarding appropriate use of utility owned or leased properties. Supports and sustains Seattle City Light as a high performing organization by contributing to excellent organizational performance and customer service. Contributes to the vision, mission and values of Seattle City Light through responsible and effective work performance. Serves as a key member of the senior management team of Seattle City Light.

SCOPE AND IMPACT: This position is responsible for a budget of approximately \$25 million. Decisions involve broad organizational policy regarding efficient operation of the shops and fleet services, the purchase, remodeling/renovation, maintenance and sale of approximately 1 million square feet of SCL controlled or owned properties which involve substantial policy and financial commitment on the part of the Utility. All real estate transaction decisions are managed by this position. Since most of the staff in this division are represented this position has high level oversight for labor negotiations and union interface.

KEY RELATIONSHIPS:

Reports to: Power Supply and Environmental Affairs Officer

Functional area(s) of accountability: Building Operations, Maintenance and Facilities Design; Real Estate Services; and Shops/Fleets.

Size of staff: Directly manages a staff of 5-8 and indirectly manages a staff of 100.

Peers : Power Supply Asset Director, Power Production Director, Environmental Affairs Director, Conservation Resources Director, Power Management Executive other utility business unit Directors

External relationships : Staff of local elected officials; Mayor and Council; Community and neighborhood associations; other utility and City departments regarding services purchased from them; architectural and design professions on contract with the utility.

KEY RESPONSIBILITIES AND DELIVERABLES:

- Leads the development of strategies for facility operations, maintenance and design of physical assets, negotiation and administration of all real estate leasing or purchase transactions related to real property, for safe and efficient operation of five skilled shops.
- Provides oversight for long-term facility planning and space allocation and utilization.
- Provides oversight for the development of recommendations for the design, repair, or replacement of facilities to ensure utility needs are met and maintained.
- Provides oversight for the cleaning, maintenance, and upkeep of approximately 1 million square feet of owned or leased facilities to ensure SCL employees operate in an efficient, hygienic, productive, and safe environment..

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- Provides oversight all real estate acquisitions and negotiations to ensure cost effective space that meets the needs of the utility. Oversees the development of recommendations which maximize the use of property and for disbursement of surplus property to meet utility needs.
- Provides leadership, oversight and support for five skilled shops including: carpentry, electrical, steel and machine, painting, transformer testing and mobile equipment.
- Provides oversight for the purchase, maintenance, repair and specification development for specialty equipment required to support utility operations.
- Actively participates in the development and management of labor relations strategies and goals
- Formulates policy and program recommendations which support and enhance utility-wide goals and objectives and provide for the appropriate allocation of resources.
- Provides oversight and direction for multiple operating unit budgets to ensure resources are efficiently and effectively utilized. Ensures comprehensive work plans support the budget.
- Manages within approved budgets
- Develops and tracks metrics to assure maximization of the value of Seattle City Light Real Estate while minimizing ongoing operating costs
- Establishes and nurtures highly effective relationships with employees, customers and stakeholders that support and advance business goals and objectives. Works to remove barriers that hamper inter- and intra-department communications.
- Supports the development of employees that results in improved performance. Creates and maintains a work environment that builds talent to ensure the continuity of leadership for the organization.
- Creates and sustains an environment which supports decision making and accountability at all levels in the organization.

- Provides performance management through feedback and coaching. Addresses performance issues in a timely and responsible manner and effectively recognizes high performers.
- Leads and supports efforts to continually improve business practices and processes to maximize utility-wide resources and achieve operational excellence. Articulates changes in organizational and business priorities to staff in ways that encourage action and support.
- Exhibits personal and professional integrity at all times, consistent with the organization's mission, vision and values.
- Serves on and/or provides support to utility-wide or department strategic oversight councils as assigned.
- Performs other duties as assigned.

CRITICAL SUCCESS FACTORS:

- Develops and tracks metrics for the Shops to assure maximum value to Seattle City Light
- Develops and tracks metrics for facilities to assure maximum value to Seattle City Light
- Actively adheres to and promotes the published Seattle City Light "Workplace Expectations".
- Actively promotes and demonstrates a safety culture as a workplace expectation at all levels of the organization
- Actively promotes communications and teamwork that result in a cohesive and collegial work force.
- Actively promotes, supports and manages key strategic city-wide initiatives including those related to fair and equal employment, diversity and justice in the work place.
- Demonstrates executive commitment to and personal involvement in employee health and safety.

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- Maintains professional growth and development through continuing education, participation in professional associations and other activities.
- Remains current on regulations, technology and organizational practices.
- Adheres to moral and ethical codes.
- Inspires and motivates others to excel.
- Prioritizes and plans work, consistently meets deadlines and develops realistic action plans that support the business goals and objectives.
- Takes initiative to identify problems and issues and seek solutions through collaborative methods.
- Analyzes information and makes decisions quickly.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

KNOWLEDGE

- Bachelor degree in business or public administration, engineering or related field or a combination of education and experience sufficient to perform the essential functions of the position is required. Master's degree preferred.
- Substantial management and leadership experience in facilities management, shops and fleets and oversight or related area of responsibility typically gained through 10 or more years progressively responsible assignments; at least 7 of which were as a manager or supervisor in a large, complex multicultural and diverse organization.
- In-depth knowledge of property management; facility planning and space design
- Knowledge of federal and state regulations regarding ergonomics and work space requirements
- Knowledge of local and state policies regarding real estate transactions
- Knowledge of building codes and ability to make recommendations regarding code compliance
- Knowledge of public sector organization and practices
- Knowledge of labor relations
- Knowledge of, or sensitivity to multicultural and diversity issues

SKILLS

- Skilled in negotiating contracts and agreements
- Skilled in public speaking and able to present information clearly to groups of varying sizes and backgrounds
- Skilled in understanding utility operations
- Skilled in providing oversight for small project construction management
- Skilled in managing and interacting with a staff of different cultural and demographic backgrounds
- Skilled in understanding labor relations issues
- Skilled in recruiting and managing a multicultural and diverse staff that possesses various skills.

ABILITIES

- Ability to relate complexities to individuals
- Ability to think critically and strategically
- Ability to be persuasive and professional in verbal and written communications with multiple constituencies including employees, customers and other stakeholders

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- Ability to foster and model an effective customer service
- Ability to coach, counsel and develop employees, including those of different racial, cultural and demographic backgrounds.
- Ability to provide management and direction in a environment of change; willingness to make difficult and challenging decisions
- Ability to work in an environment of racial, cultural and demographic complexity
- Ability to provide clear expectations and directions
- Ability to foster creativity and problem-solving
- Ability to perform the physical requirements and essential functions of the job.

Specialized or Technical Training: None

License/Certification/Registrations Required: None

ENVIRONMENTAL/ JOB CONDITIONS: Work is performed primarily in an office setting; periodic overnight travel may be required.

PHYSICAL/ MENTAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sitting for extended periods of time while at a desk or in meetings; hearing and visual acuity within normal range; Manual dexterity to operate keyboard and calculator.